



# LeaderSkill Toolkit

**LEADING WITH MISSION, VISION AND VALUES**

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### **MISSION, VISION, VALUES TALKING POINTS**

The talking points are intended to help you discuss our Mission, Vision and Values with your team and provide some context behind each element. Each section explains what the element is, how we use it, and what it means to our team members.



### **MISSION, VISION, VALUES EXERCISES**

We've created 5 exercises to help you dive deeper into our Mission, Vision and Values. They are designed as discussion guides – allowing you to guide your team through a discussion about how you locally bring the Mission, Vision and Values to life.

The following content will help you discuss our Mission, Vision and Values with your team, demonstrate how we will use each piece and explain what this change means for team members.

## Mission, Vision and Values Overview

- » We are at an exciting moment with a lot of great change in front of us.
- » After receiving inspiration and ideas from more than 4,600 team members – through surveys, meetings, workshops and interviews - Wellstar has a new Mission, Vision and Values that support who we are today and who we are striving to be tomorrow.
- » As we continue to drive positive impact and get better at what we do, we all need to be on the same page.
- » We all need to know what we are working for, who we are serving, how we can improve and collaborate and – most importantly – WHY we exist.

Our Mission, Vision and Values will serve as our guide and constant reminder – always pointing us back to the core of who we are and reminding us why we exist.

## Mission

To enhance the health and well-being of every person we serve.

### WHAT IT IS:

- » Our Mission defines our purpose – it's the reason we come to work every day.
- » It is more than a statement on a wall. It is something we all feel – and something we can all remember.
- » It is our promise to our patients, consumers and all those we serve.

### HOW WE USE IT:

- » Each word of our Mission statement was specifically chosen and holds important meaning.

**Enhance** Realistic, achievable and demonstrates our partnership with patients and consumers.

**Health & Well-Being** Expands beyond clinical care and reflects a lifelong partnership.

**Every** Inclusive of all individuals throughout our communities – patients, consumers and fellow team members.

**Serve** Focus on humbly serving our patients, consumers and communities.

- » It is our job to bring our Mission to life – to show up to work every day ready to enhance the health and well-being of every person we serve.

### WHAT IT MEANS FOR YOU:

- » It doesn't matter how long you've been here or what your role is – we are all in service and we are all called to live our Mission.
- » In the coming weeks, we're going to spend some time as a team talking about how we bring our Mission to life – how we enhance the health and well-being of the people we serve.

# Vision

**Deliver world-class healthcare to every person, every time.**

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## WHAT IT IS:

- » Our Vision builds on the Mission and projects into the future.
  - » It is bold and aspirational – it drives continued action.
  - » It is intentionally broad to grow with us, as we continue to grow to meet the needs of our patients, consumers and community.
  - » Our Vision goes beyond excellence.
    - » It's inclusive and pushes us to make every interaction we have world-class.
    - » It's about treating patients as people, with personalized, tailored care.
    - » It puts a stake in the ground for consistent delivery of quality service, each and every time.
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## HOW WE USE IT:

- » While our Vision builds upon what we already had – the addition of “every person, every time” holds weight and pushes us to think bigger and aspire to more.

**Deliver world-class healthcare**

Aspirational and bold.

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**Every person**

Reinforces the Mission – inclusive of all individuals and services – and supports Tailored Care brand positioning.

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**Every time**

Continually raises the bar and makes each patient and consumer interaction important.

- » Our Vision reminds us what we are working toward. It pushes us to make every interaction world-class, always reminding us to deliver the best.
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## WHAT IT MEANS FOR YOU:

- » As a team member, we need you to look for opportunities to deliver the best each and every time. We all need to be consistently striving for excellence.
- » We'll spend some time as a team talking about our Vision, what “every person, every time” looks like for us and how we, as a team, will deliver excellence always.

# Values

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## WHAT THEY ARE:

- » We bring our Mission and Vision to life in our everyday work through our Values – they are the qualities we embody at our best.
- » Our values are compelling and memorable – nurturing our culture, the heartbeat of Wellstar.

## HOW WE USE THEM:

- » Our Values are meant to be our Mission and Vision in action – they are the behaviors we demonstrate to enhance the health and well-being of every person we serve and deliver world-class healthcare to every person, every time.
- » We will use our Values every day to help us be intentional in our interactions with one another and with our patients and consumers.

## WHAT THEY MEAN FOR YOU:

- » Our Values are who we are at our best. These are the words that guide and direct our organization, our culture and link to our brand.
- » As a team, we'll dive into each Value to discuss the behaviors that bring each Value to life in our work and how we will serve with compassion, pursue excellence, and honor every voice.



### We serve with compassion.

We recognize the significance of every interaction and give the kindness we all deserve.

#### IN ACTION:

- Listening actively and attentively
- Building trust in relationships by showing you care
- Engaging with others in ways that are meaningful to them



### We pursue excellence.

We raise the bar and set new standards for the care we provide, the experience we create, and the solutions we deliver.

#### IN ACTION:

- Working together to achieve the highest level of quality and safety every time
- Gaining new skills to make our work even better
- Delighting our patients and consumers



### We honor every voice.

We use the diverse perspectives, experiences and identities of our patients, consumers and team members to unlock our fullest potential.

#### IN ACTION:

- Seeking the opinions and ideas of others
- Making it easy for team members to contribute
- Celebrating the things that make us different

The following materials will help you dive deeper and explore our Mission. Each exercise has three questions designed to help you and your team engage with the words of our Mission, Vision and Values and brainstorm ways to bring them to life every day.

- EXERCISE 1:** Our Mission
- EXERCISE 2:** Our Vision
- EXERCISE 3:** Our Values – We serve with compassion.
- EXERCISE 4:** Our Values – We pursue excellence.
- EXERCISE 5:** Our Values – We honor every voice.

# Exercise 1: Our Mission

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To enhance the health and well-being of every person we serve.

## Key Questions

- 1 Who does your team serve (team members, patients, partners, families)?
- 2 How does your team “enhance” health and well-being?
- 3 How will you help your team bring this to life every day?

## Exercise 2: Our Vision

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Deliver world-class  
healthcare to every  
person, every time.

### KEY QUESTIONS

- 1 What does “world-class” mean for your team?
- 2 How will your team deliver on “every person, every time”?
- 3 What additional support do you need to have conversations around our Vision with your team?



# Exercise 3: Our Values

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## We serve with compassion.



### This Value looks like:

- » Showing that you care in all interactions by putting yourself in the other person's shoes
- » Listening actively and attentively to patients and consumers
- » Assuming others also want to do the right thing
- » Building trust in relationships by showing you care
- » Engaging team members in ways that are meaningful to them

### What is NOT serving with compassion.

- » Lacking empathy
- » Approaching patient and consumer needs as one-size-fits-all
- » Rude, disrespectful and unkind words and actions

## KEY QUESTIONS

- 1 How does your team serve with compassion every day?
- 2 What behaviors would you add to this list?
- 3 What additional behaviors do not exemplify serving with compassion?

# Exercise 4: Our Values

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We pursue excellence.



## This Value looks like:

- » Working together to ensure quality and safety are at the highest level every time
- » Relentlessly seeking the best ideas
- » Gaining new skills that make the work we do even better
- » Meeting team deadlines and responsibilities
- » Committing to delighting our patients and consumers

## What is NOT pursuing excellence.

- » Taking shortcuts that impact quality and safety
- » Settling for doing our work the way we always have
- » Avoiding ownership of problems

## KEY QUESTIONS

- 1 How does your team pursue excellence?
- 2 What behaviors would you add to this list?
- 3 What additional behaviors do not exemplify pursuing excellence?

# Exercise 5: Our Values

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We honor every voice.



## This Value looks like:

- » Seeking opinions and ideas from patients and consumers
- » Praising good ideas no matter where they come from
- » Working together every chance we get
- » Making it easy for team members to give input
- » Celebrating the things that make each of us different

## What is NOT honoring every voice.

- » Working alone instead of with the team
- » Creating an environment where team members don't share their thoughts
- » Ignoring ideas that are different than your own

## KEY QUESTIONS

- 1 How does your team honor every voice?
- 2 What behaviors would you add to this list?
- 3 What additional behaviors do not exemplify honoring every voice?